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CENTRAL FAX CENTERApplication No. 09/813,209
Information Disclosure Statement

Customer No. 01933

APR - 4 2006

Attorney Docket No. 01161/LH

IN THE UNITED STATES PATENT
AND TRADEMARK OFFICECERTIFICATE OF FACSIMILE
TRANSMISSION
TO NO. 1-571-273-8300

Applicant(s): M. NOZAKI et al

TOTAL PAGES: 34

Serial No. : 09/813,209

IDS (3)

Filed : March 20, 2001

I hereby certify that this paper
is being facsimile transmitted to
the Commissioner for Patents
on the date noted below.

For : TECHNICAL SUPPORT SYSTEM


Nalini P. Sahadeo

Art Unit : 3623

Dated: April 4, 2006

Examiner : Catherine M. Colon

INFORMATION DISCLOSURE STATEMENTCommissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

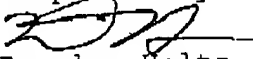
S I R :

Submitted herewith is a form PTO/SB/08A listing documents
cited in related applications Serial Nos. 10/002,742, 10/002,745
and 10/002,771.

A form PTO-2038 is enclosed to cover the USPTO fee of
\$180.00 as set forth under 37 CFR 1.17(p) for filing an IDS at
this stage of prosecution. In addition, authorization is hereby
given to charge any fees which may be required and for which
payment has not been submitted, or to credit any overpayment, to
Account No. 06-1378.

It is respectfully requested that the Examiner return an
initialed copy of the attached form PTO/SB/08A to confirm that
the documents listed thereon have all been considered and made of
record.

Respectfully submitted,


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PTO/SB/08A

INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		09/813,209		
				Filing Date		March 20, 2001		
				First Named Inventor		M. NOZAKI		
				Group Art Unit		3623		
				Examiner Name		Catherine M. Colon		
Sheet	1	of	2	Attorney Docket Number		01161/LH		
U.S. PATENT DOCUMENTS								
Exam. Init ^s	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
		5,754,938	A	HERZ et al	05-19-1998			
		5,895,450	A	SLOO	04-20-1999			
		6,073,161	A	DeBOSKEY et al	06-06-2000			
		6,289,333	B1	JAWAHAR et al	09-11-2001			
		2001/0032210	A1	FRANK et al	10-18-2001			
		2002/0035495	A1	SPIRA et al	03-21-2002			
		6,912,502	B1	BUDDLE et al	06-28-2005			
FOREIGN PATENT DOCUMENTS								
Exam Init ^s	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature					Date Considered			

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¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Mark here if English translation is attached.

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PTO/SB/08B

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				Group Art Unit	3623
				Examiner Name	Catherine M. Colon
Sheet	2	of	2	Attorney Docket Number	01161/LH
NON PATENT LITERATURE DOCUMENTS					
Exam Inits	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T ⁶
		SANES, Christina "Complaints are hidden treasure"; 9/1993; Journal for Quality & Participation Vol. 16, No. 5; Pages 78-82; ISSN: 1040-9602, Dialog Files 15, Accession No. 00772294.			
		G. KAPPEL, S. Rausch-Schott, W. Retschitzegger, "Coordination in Workflow Management Systems - A Rule-based Approach", Springer LNCS 1364, 1998.			
Examiner Signature				Date Considered	

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